

WEST Search History

[Hide Items](#)
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DATE: Tuesday, March 15, 2005

Hide?	Set Name	Query	Hit Count
	<i>DB=PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD; PLUR=YES; OP=OR</i>		
<input type="checkbox"/>	L22	L21 and (voice near2 ip)	12
<input type="checkbox"/>	L21	l1 same interfac\$4 same dial\$4	104
<input type="checkbox"/>	L20	l3.ab. and L17	26
<input type="checkbox"/>	L19	l3.clm. and L17	34
<input type="checkbox"/>	L18	l3 and L17	165
<input type="checkbox"/>	L17	l13 or l14 or l15 or L16	12710
<input type="checkbox"/>	L16	379/210.01,265.02,265.09.ccls.	723
<input type="checkbox"/>	L15	370/356.ccls.	423
<input type="checkbox"/>	L14	709/203,204,206,227.ccls.	10426
<input type="checkbox"/>	L13	710/6,36,39.ccls.	1210
<input type="checkbox"/>	L12	L11 same (url or (ip adj address))	10
<input type="checkbox"/>	L11	(generat\$4 near3 help near3 request\$4)	59
	<i>DB=USPT; PLUR=YES; OP=OR</i>		
<input type="checkbox"/>	L10	(generat\$4 near3 help near3 request\$4)	20
<input type="checkbox"/>	L9	US-6731944-B1.did.	1
	<i>DB=USPT,EPAB,JPAB,DWPI,TDBD; PLUR=YES; OP=OR</i>		
<input type="checkbox"/>	L8	L7 same (remot\$4 or distant)	2
<input type="checkbox"/>	L7	(forward\$4 near5 request\$4 near5 help)	17
<input type="checkbox"/>	L6	(dispatch\$4 near5 request\$4 near5 help)	10
<input type="checkbox"/>	L5	L2 same (request\$4 near3 help)	5
<input type="checkbox"/>	L4	L3 same (request\$4 near3 help)	4
<input type="checkbox"/>	L3	L2 same (computer or user or terminal or operator)	664
<input type="checkbox"/>	L2	L1 same server	924
<input type="checkbox"/>	L1	(call adj (centre or center))	4056

END OF SEARCH HISTORY

[First Hit](#) [Previous Doc](#) [Next Doc](#) [Go to Doc#](#)
End of Result Set

☐ [Generate Collection](#) [Print](#)

L6: Entry 10 of 10

File: TDBD

May 1, 2000

DOCUMENT-IDENTIFIER: NNRD433125

TITLE: New help system having user's computer desktop image jointly with an instructor using Internet/Intranet

Disclosure Text (3):

(3)Firewall gate Firewall between the public Internet and the company's Intranet
(4)Routing Service Device This device distributes help requests from users to an instructor machine Routing Service Device dispatch a help request to instructors and notice User's machine's address to Instructor's machine. (5)Instructor's machine Instructor's machine has the Help request receiving program. Help request receiving program has the following functions: 1. Display the dispatched help request. 2. Send "Accept" to Routing Service Device and get the User's machine's address 3. Establish connection with user's machine via the firewall. 4. Display User's machine's Desktop Image. 5. Send a log to Routing Service Device and end the connection. This disclosed system workflow: (1) A user visits the help service homepage in the Web Server and submit a help request. (2) The service program is downloaded and executed in the user's machine. (3) The service program accesses the Firewall gate and get permission to access the Routing Service Device.

[Previous Doc](#) [Next Doc](#) [Go to Doc#](#)

[First Hit](#) [Fwd Refs](#)[Previous Doc](#)[Next Doc](#)[Go to Doc#](#)

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L7: Entry 14 of 17

File: USPT

Oct 20, 1998

DOCUMENT-IDENTIFIER: US 5825769 A

TITLE: System and method therefor of viewing in real time call traffic of a telecommunications network

Detailed Description Text (178):

There are two types of mail requests. One is a probe where the customer requests a report for a specific special service call number, for example an 800 number, for a specific time period at a given date in a summary format. In other words, the number of calls that went to the specified 800 number, the number of calls that were completed, the number of incompletes and the number of calls that were blocked are in the report. The other type of request from mail host 24 to the TVS server is a retransmission request when the subscriber has not received his report. For whatever reason, the mail request is forwarded to a help desk of the TVS system so that the subscriber can request that a duplicate report be recreated and retransmitted to him. To answer the requests, the TVS server provides responses to mail host 24 via line 90.

[Previous Doc](#)[Next Doc](#)[Go to Doc#](#)

[First Hit](#) [Fwd Refs](#)[Previous Doc](#)[Next Doc](#)[Go to Doc#](#)

Generate Collection

Print

L7: Entry 14 of 17

File: USPT

Oct 20, 1998

US-PAT-NO: 5825769

DOCUMENT-IDENTIFIER: US 5825769 A

TITLE: System and method therefor of viewing in real time call traffic of a telecommunications network

DATE-ISSUED: October 20, 1998

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
O'Reilly; Dan	Colorado Springs	CO		
Brazier; Matthew J.	Colorado Springs	CO		

US-CL-CURRENT: [370/360](#); [379/111](#), [379/112.01](#), [379/112.09](#), [379/93.23](#), [718/108](#)

ABSTRACT:

In a telecommunications network, to provide both statistical reporting functions and reporting on a call by call detail basis, a "TRAFFICVIEW" Server (TVS) system is incorporated with a MCI Traffic Statistics (MTS) system. The TVS is responsive to instructions provided by subscribers so that reports may be provided on a given time period, at a given frequency and in a particular format, as instructed by the subscribers. Standard reports are delivered via E-Mail, fax or hard copy. A subscriber may obtain a static view of the traffic for a special service call number by communicating with the TVS. Moreover, a remote subscriber may download from the TVS a data file which contains raw call details and statistics that he can import to his own reports. Alternatively, a remote subscriber may link up with a real time statistics (RTS) system so that he can monitor the operation of the network, as it relates to calls directed to the subscriber's special service call numbers, in real time. Different types of call detail reports may be generated from the TVS.

25 Claims, 23 Drawing figures

Exemplary Claim Number: 1

Number of Drawing Sheets: 17

[Previous Doc](#)[Next Doc](#)[Go to Doc#](#)